

ATT Call ATT Collect call service is misrepresented on its Television Advertisements and on its billing to consumers. Unpublished in either forum/document is a 3.99 fee for connection. They call it "operator assistance" even though you are dealing with a voice prompt. On my bill it appears to be part of the long distance charge, "per minute" when in fact it is an additional surcharge. If consumers knew they were being charged a \$4.00 connection fee, up front, they would clearly choose another option.

ATT Collect is hiding information which is unfair to the consumer.